



Integrated Care Management

Care Coordination Portal



Module:

Care

Coordination

Portal

Goal

The goal of this module is to provide Community Care Entities (CCE) and Care Management Entities (CME) providers with an overview of the Care Coordination Portal and to explain how to navigate in Guiding Care to locate member information to ensure member needs are being met and supplement care coordination, as necessary.



Objectives

Understand how to request access to the Care Coordination portal (CCP).

Recall who to contact to resolve any access issues (reset password).

Demonstrate how to send and receive messages.

Navigate to view member Utilization information and claims information.

Identify assigned care team contacts-Care Guide/ Care Manager Plus, providers and contact information.

Navigate to view the risk levels, HRA, care plan, SMART goals, activity notes, scheduled appointments, HEDIS, EPSDT, MCO sentinel and critical incidents; 24/7 nurse line, G&A.

Locate and view CANS, CareSource screenings and assessments.



Lessons

Lesson 1

Introduction to the Care
Coordination Portal
(CCP)

Lesson 2

CCP Levels of Access

Lesson 3

Member View

Lesson 4

Provider Navigation

Lesson 5

Regulatory
Requirements

Lesson 6

Future State/Next Steps



Lesson 1

Introduction

CareSource Care Coordination Portal (CCP)



CareSource Care Coordination Portal (CCP)

Altruista Guiding Care application.

Access provided to CCEs and CMEs.

Supports messaging.

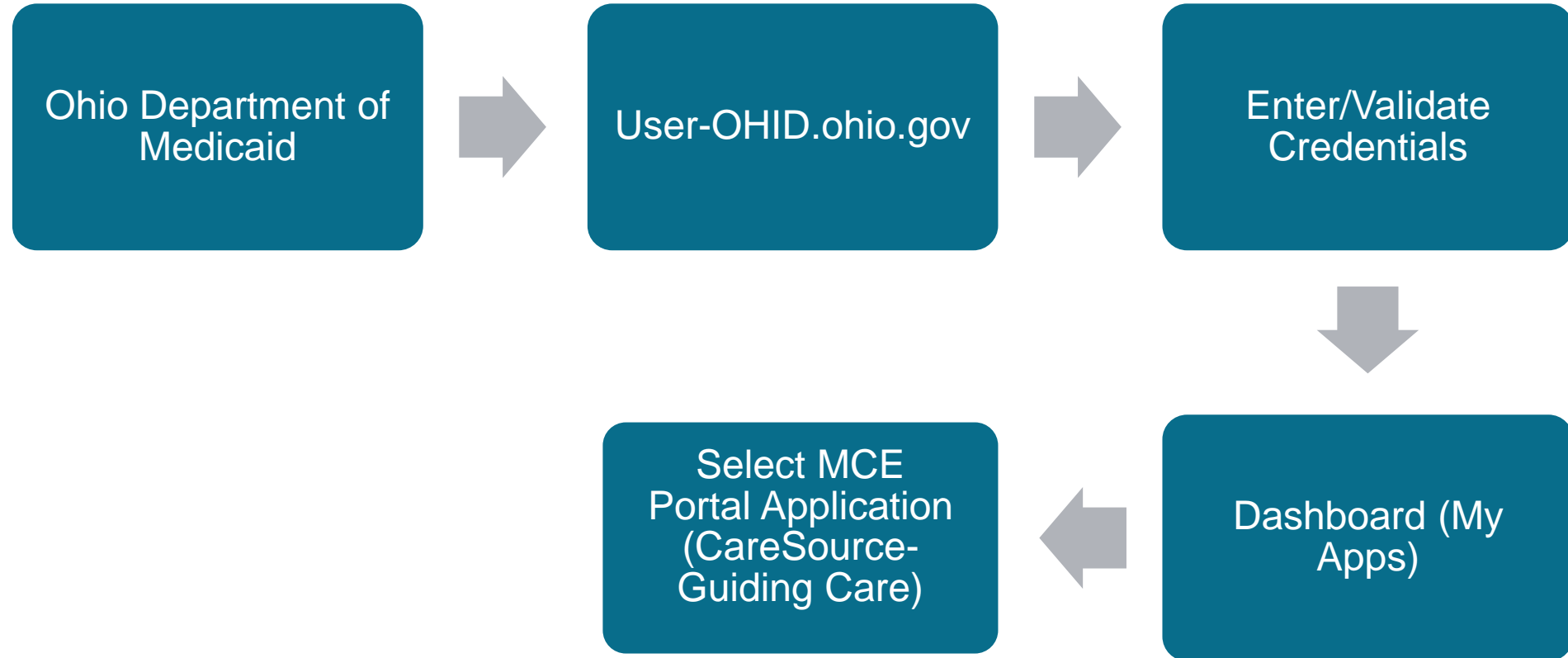
Member access.



Lesson 2

Access

Accessing the CCP-flow 1



OH|ID Portal Login Page

The screenshot shows the OH|ID Portal Login Page. At the top left, the Ohio Department of Medicaid logo is displayed. The main content area is divided into two columns. The left column features the OH|ID logo and the text "One state. One Account. Your OH|ID." Below this, a paragraph explains that OH|ID is a secure way for Ohioans and businesses to interact with multiple State agencies. A red circle with the number "1" highlights the "Create Account" button. The right column is titled "Log into OH|ID" and contains two input fields: "OHID (Username)" and "Password". A red circle with the number "2" highlights both input fields. Below the "Password" field is a "Forgot Password?" link. A red circle with the number "3" highlights the "Log in" button. At the bottom of the right column, there is a "Find out more about OH|ID >" link. At the bottom of the page, there is a privacy notice.

Ohio Department of Medicaid

OH|ID

One state. One Account. Your OH|ID.

OH|ID is a secure way for Ohioans and businesses to interact with multiple State agencies and access a variety of programs and services, with a single user account.

Create Account

Log into OH|ID

OHID (Username)

Forgot OHID?

Password

Forgot Password?

Log in

Find out more about OH|ID >

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM

<https://ohid.ohio.gov/wps/portal/gov/ohid/login/>



OH|ID Portal Dashboard

OH|ID Dashboard with MCE Tile Access

The screenshot displays the OH|ID Portal Dashboard. At the top, there is a navigation bar with the OH|ID logo on the left and links for SECURITY, DEVELOPERS, and MANAGE OH|ID ACCOUNT on the right. Below this is a secondary navigation bar with links for MY APPS, APP STORE, ACCOUNT SETTINGS, SECURITY LEVEL, RECENT ACTIVITY, and DEVICES. The main content area is titled "My Apps" and includes a sub-header "Click the star to pin your favorite apps to the top of the page." Below this, there is a grid of application tiles. Each tile features the OH|ID logo, a star icon, the app name, a brief description, and buttons for "Details" and "Open App". The "CareSource CC Portal" tile is highlighted with a red border. The user's name "Deshon Powell" and email "@medicaid.ohio.gov" are visible in the top right corner of the dashboard.

OH|ID

SECURITY DEVELOPERS **MANAGE OH|ID ACCOUNT**

Log Out Help Search

MY APPS APP STORE ACCOUNT SETTINGS SECURITY LEVEL RECENT ACTIVITY DEVICES

My Apps

Deshon Powell | OHID: | @medicaid.ohio.gov

Click the star to pin your favorite apps to the top of the page.

App Name	Description
AmeriHealth CC Portal	Access AmeriHealth Caritas Ohio, Inc. Care Coordination Portal
Anthem CC Portal	Anthem Blue Cross and Blue Shield Care Coordination Portal
CareSource CC Portal	CareSource Ohio, Inc. Care Coordination Portal
Humana CC Portal	Humana Health Plan of Ohio, Inc. Care Coordination Portal
Molina CC Portal	Molina Healthcare of Ohio, Inc. Care Coordination Portal
United Healthcare CC Portal	United Healthcare Community Plan of Ohio, Inc. Care Coordination Portal
Aetna (OhioRISE) CC Portal	Aetna Better Health of Ohio (OhioRISE) Care Coordination Portal
Buckeye CC Portal	Buckeye Care Coordination Portal



Landing Page

The screenshot displays the CareSource landing page with the following components:

- Header:** CareSource logo, navigation links (Home, Member Accessed), and user information (Welcome Michelle, External Care Staff, Time zone: EST).
- Navigation:** A red box highlights the "Go to Population Health" link. Other links include "My Care Members", "My Calendar", "Care Activity Log", "Alerts", and "Manage".
- My Members Section:** Includes filters for Assigned Type (Primary Care Members), Enrollment Status (All Members), and Risks (Assigned Risk). A table with columns: Last Name, First Name, Altruista ID, DOB, Risk, Next Contact, Assigned Date, and Program Name. It shows "No items to display".
- My Calendar Section:** Shows the date "Thursday, January 26, 2023" and a calendar grid for "Thu 1/26" with time slots for 2:00 PM and 3:00 PM.
- My Alerts Section:** Includes filters for Alerts, Risks, Diseases, and Indicators. A table with columns: Description, Count, Source, and Updated On. It shows "No items to display".
- Request Received Section:** Includes filters for Received and Rejected. A form with fields for Module (CM), Type (Activity), Member Name, Risk Type (Select), Risk Level (Select), and From Date (MM/DD/YYYY). It also has a "Work Queue" section with a "Select" dropdown and buttons for "Search", "Clear", and "Accept". Below is a table with columns: Member Name, Activity Type, Scheduled Date, Refer Date, Refer by, Priority, Status, and WQ. It shows "No items to display".



Dashboard

The screenshot displays the CareSource dashboard interface. At the top left, the CareSource logo is visible. A search bar contains the text "MEMBER NAME" and "Enter Text". The main dashboard area is titled "Dashboard" and features two tabs: "Population" (selected) and "Quality Measure Performance". Below the tabs, there are several metric cards:

- CARE PLAN:** 2 New / Violated Care Plans, 1 Review Care Plan
- ACTIVITIES:** 0 Pending Activity Requests, 2 Unread Messages
- MY MEMBERS:** 0 New Member (Last 30 Days)
- QUALITY MEASURES:** 0 Not Addressed, 0 In Progress
- CARE TRANSITIONS ADT:** 0 Member(s) with Not Addressed Status, 0 Member(s) with In Progress Status
- CARE TRANSITIONS IP:** 0 Member(s) with Not Addressed Status, 0 Member(s) with In Progress Status
- AUTHORIZATIONS (LAST 90 DAYS):** 0 Pending, 0 Denied, 0 Approved, 0 Partially Approved, 0 Others
- IN-PATIENTS ADMISSIONS & DISCHARGES:** 0 New Admissions (Last 30 days), 0 New Discharges (Last 30 days)
- EMERGENCY DEPARTMENT DISCHARGES:** 0 Discharges (Last 30 days)
- ASSESSMENTS:** 0 Pending Requests

An "Alerts" pop-up window is overlaid on the right side of the dashboard. It shows a table of alerts:

Description	Count	Source	Updated On
Members that have not been seen by their PCP in last 90 days	426	CLAIMS	10/18
ER Alert	182	CLAIMS	10/18
ER Visit in last 2 days	170	ADT	10/18
ER Visit in last 24	153	ADT	10/18

The pop-up window also includes a "Members per page" dropdown set to 10 and a "1 - 10 of 28 items" indicator. A "Welcome Michelle External Care Staff" notification is visible in the top right corner of the dashboard area.



Lesson 3

Member View

Accessing the Member Portal

The screenshot shows the CareSource website interface. A red box labeled '1' highlights the browser address bar containing the URL <https://www.caresource.com>. A red box labeled '2' highlights the 'Members' dropdown menu in the top navigation bar. A red box labeled '3' highlights the 'MY CARESOURCE LOGIN' button in a purple callout box on the right side of the page. The callout box also contains the text 'Access Your My CareSource Account' and 'Use the portal to pay your premium, check your deductible, change your doctor, request an ID Card and more.' Below the login button, it says 'NOT A MEMBER? Choose a health insurance plan.'

Members Overview	Tools & Resources	My CareSource®	Education
Find A Doctor/Provider	Quick Start Guide	Order an ID Card	Behavioral Health
Renew Your Benefits	Caregiver Resources	Select Primary Provider	Eating Healthy
COVID-19 Resources	Find My Prescriptions	Make a Payment	FAQs
Contact Us	Find A Doctor	Health Assessment & Screening	Health Care Links
	Forms		Kids Health
	Fraud, Waste & Abuse		MyHealth
	CareSource Life Services®		myStrengthSM
	CareSource Re-Entry ProgramTM		Newsletters
	Submit Grievance or Appeal		Planning Ahead
	Where To Get Care		Preventive Care



Member Portal Home Screen

Navigation Bar: Home, Benefits, Claims, Health, Documents, Account, Inbox ², Preferences, FAQ, Logout

Language: English

My Plan

Adults

Member 1:
Member ID: MyCare - Medicaid Medical
Go Green [Get Started](#)

- GuidingCare View
- MyHealth View
- MyStrength View
- MyResources View
- CareSource RxInnovations
- RelyMD View

Member 2:
Member ID: AR Caresource Zero Liability Medical
Go Green [Get Started](#)

- GuidingCare View
- MyHealth View
- MyStrength View

My Help

- Go Green >
- View ID Card >
- Request ID Card >
- Request My Previous Health Data >
- Choose Provider >
- Find Care >



Accessing Guiding Care Member Portal

The screenshot displays the Guiding Care Member Portal interface. At the top, a dark teal navigation bar contains the following items: 'CERTIFICATION' with a heart icon, 'Home' (highlighted with a red box), 'Benefits', 'Claims', 'Health', 'Documents', 'Account', 'Inbox' with a notification badge '2', 'Preferences', 'FAQ', and 'Logout'. On the right side of the navigation bar, there is a language selector showing 'English' with a dropdown arrow.

The main content area is divided into two columns. The left column is titled 'My Plan' and contains two sections for 'Adults'. Each section includes a member profile card with a person icon, a lock icon, and the text 'Member ID: MyCare - Medicaid Medical' and 'Go Green Get Started'. Below the profile cards is a grid of service tiles. The top row of tiles includes 'GuidingCare View' (highlighted with a red box), 'MyHealth View', and 'MyStrength View'. The bottom row includes 'MyResources View', 'CareSource RxInnovations', and 'RelyMD View'. A second row of tiles is partially visible below.

The right column is titled 'My Help' and contains a vertical list of service buttons, each with a right-pointing arrow: 'Go Green', 'View ID Card', 'Request ID Card', 'Request My Previous Health Data', 'Choose Provider', and 'Find Care'.



Member Portal-My Dashboard

This screenshot shows the desktop version of the Altruista Health Member Portal. The page features a header with the Altruista Health logo, a welcome message, and a language selection dropdown. A navigation menu is located on the left. The main content area is titled "My Dashboard" and contains a grid of tiles for various services. A callout box labeled "1" is positioned at the bottom right of the dashboard area.

Callouts and annotations:

- Click to view Menu
- Alert Banner
- Link to My Health Record
- Ability to change language
- Change Language
- Link to return to the Dashboard
- Alert count for each tile

Tile	Alert Count
My Opportunity	3
My Messages	0
My Care Plan	3
My Calendar	0
My Health Record	3
My Health Trackers	0
My Health Assessment	0
My Health Tips	0
My Care Team	0
My Service Plan	0
My Documents	0

This screenshot shows the mobile version of the Altruista Health Member Portal. The interface is optimized for a smaller screen, with a top navigation bar and a list of service tiles. A callout box labeled "2" is positioned at the top right of the mobile view.

Callouts and annotations:

- 3 NEW ALERTS

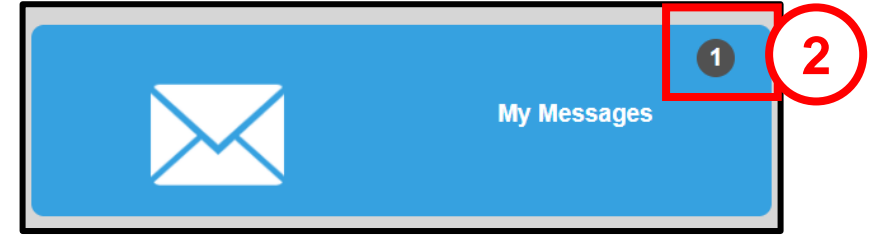
Tile	Alert Count
My Opportunity	3
My Messages	0
My Care Plan	3

2

1



My Messages



A screenshot of the Altruista Health My Dashboard. The dashboard features a grid of blue buttons for various services: My Opportunity, My Messages, My Care Plan, My Calendar, My Health Record, My Health Trackers, My Health Assessment, My Health Tips, My Care Team, My Service Plan, and My Documents. The "My Messages" button is highlighted with a red box and a red circle labeled "1". The top navigation bar includes the Altruista Health logo, a "Welcome Back" message, a user profile icon, language selection options (English and Spanish), and a "Change Language" button. A "0 NEW ALERTS" notification is visible in the top left.



My Care Plan

The screenshot displays the Altruista Health user interface. At the top left is the Altruista Health logo, with the text "A HEALTHEDGE COMPANY" below it. A "Menu" button is located to the right of the logo. In the top right corner, there is a "Welcome Back" message, a user profile icon, and a "Change Language" button. Below the language options, there are radio buttons for "English" (selected) and "Spanish". A notification bar in the center shows "0 NEW ALERTS". The main content area is titled "My Dashboard" and contains a grid of ten blue buttons with white icons and text labels. The "My Care Plan" button, located in the top right of the grid, is highlighted with a red border. The other buttons are: "My Opportunity" (top left), "My Messages" (top middle), "My Calendar" (middle left), "My Health Record" (middle middle), "My Health Trackers" (middle right), "My Health Assessment" (bottom left), "My Health Tips" (bottom middle), "My Service Plan" (bottom left, second row), and "My Documents" (bottom middle, second row). The "My Care Team" button is located in the bottom right of the grid.

Altruista
HEALTH
A HEALTHEDGE COMPANY

Welcome Back
Last Sign On: 02/15 11:42 AM

English
Spanish

Change Language

Menu

0 NEW ALERTS

My Dashboard

My Opportunity

My Messages

My Care Plan

My Calendar

My Health Record

My Health Trackers

My Health Assessment

My Health Tips

My Care Team

My Service Plan

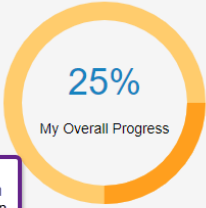
My Documents



My Care Plan

My Care Plan

My Care Plan
Care Team Plan



25%
My Overall Progress

Goal Member has increased knowledge of potential job opportunities.

Action Step Shariden will identify a supported employment provider.

Goal The individual will identify and establish a list of Natural support(s)/Emergency Contact(s) to be contacted in the event of a crisis/emergency situation.

Action Step Active

Edit

PROGRESS 50%

Edit

PROGRESS 0%

Progress changes based on Status Member selects when Editing.

Team Care Plan
Guiding Opportunities
Member Plan
Service Plan
Advance Directives
Community Referral

General Consideration ✎ :

■ Recommended
 ■ Current
 ■ Completed
 ■ Deleted

Category: Select Status: Select Goal: Enter Text Start Date: [Calendar] Target Date: [Calendar] Select 🔍 ↻

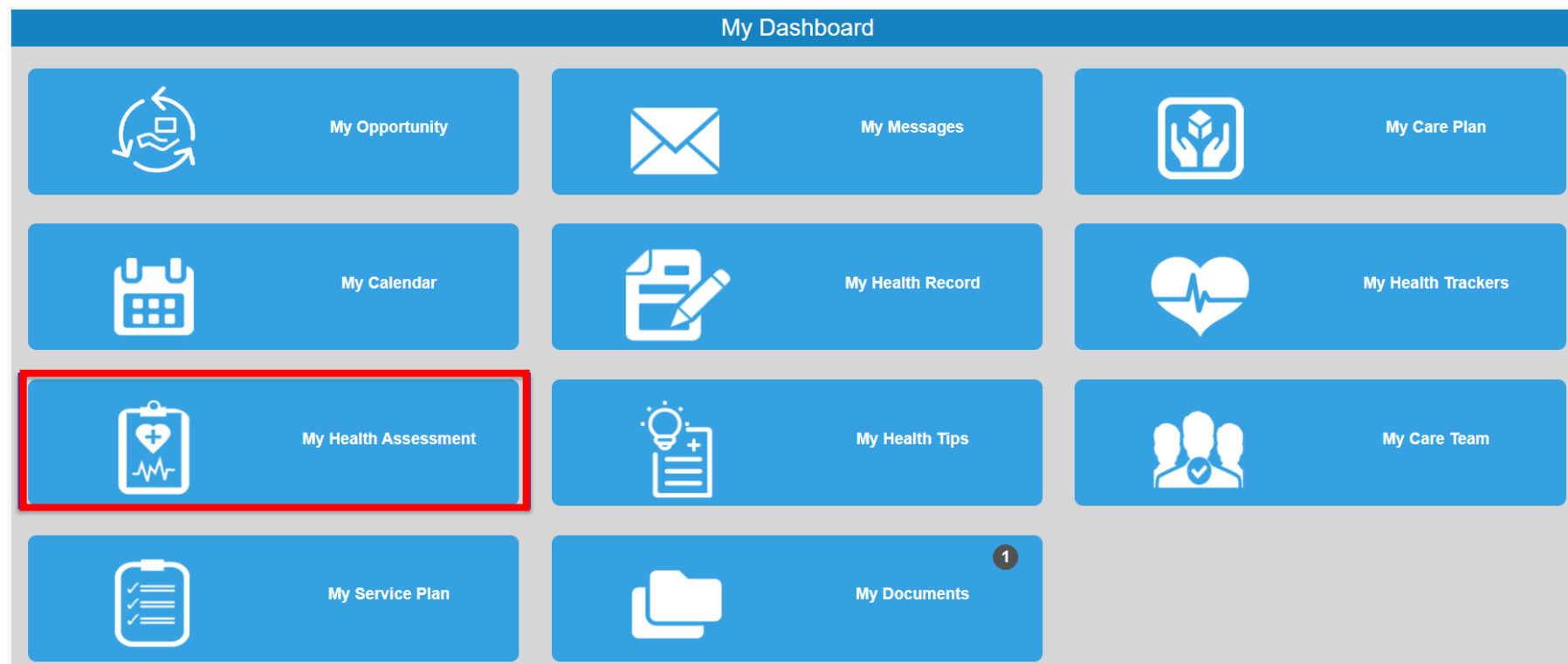
Note: All the system generated e-mails will be stopped if the user is found to have a shared e-mail.

Action ▾
+ Add
Full Care Plan
Config Columns
Export

	Priority	Condition	Opportunity	Goal	Goal Group	Member Goal	Intervention	Member Plan	Assigned Owner	St O
<input type="checkbox"/>	High	General	Bridge gap between community resources and member needs	Member has increased knowledge of potential job opportunities.	Economic Stability/Financial	"I want to work at PetsSmart"	Employment: Employment Support Services	Shariden will identify a supported employment provider.	N/A	Ye



My Health Assessment



My Health Assessment

My Health Assessments

Health Assessments are questionnaires that ask you about your health.

Your responses are shared with your Care Team, and will help them suggest action steps you can take to improve your health and wellness

Please select the name of an assessment below to begin.

Current Assessments	Completed Assessments
<p>Health Needs Assessment Not Started</p>	<p>Health Needs Assessment Completed On 02/11/2022</p>

Scheduled by Care Staff OR automatically added

Completed by Member OR Completed by Care Staff as Member Self Assessment Contact Type

Add Activity

Scheduled Work Queue Activity

Member Name:

Care Staff:

* Activity Type:

Script:

Priority:

* Contact Type:

Scheduled Duration: Hrs Mins

Scheduled Date:

Due Date:

Recurring Activity Program Activity

Enter Comments / Reasons:

All Users

Member Portal Activity Performed by Other Care Staff

Altruista ID :	Member's DOB :	Member Name : 1
Script Name : Health Needs Assessment	Completed By : Sarah Overholser	Completed On : 2/11/2022 4:13:35 PM
Eligibility : N/A	Program Name : N/A	Activity Outcome Type : Successful
Care Activity Name : Assessments	Activity Outcome : Successful	Contact Type : Member Self Assessment
Actual Duration : 00:00:00	Place Of Service : N/A	
Service Code : N/A		



Current Assessment

My Health Assessments

Health Needs Assessment

Please take a few minutes to answer the following questions about your health. Your responses will help your care team recommend action steps to improve your health and wellness.

1 of 33 Exit

Date of HRA:
Please select the date.

Please select the name of an assessment below to begin.

Current Assessments	
<u>Health Needs Assessment</u>	In-Progress

Once started by Member, will stay as In-Progress until completed.



Lesson 4

External Care Staff Navigation

Logging In

Pages - Home | My Apps Dashboard | caresource | Secure access to State of Ohio

https://ohid.ohio.gov/wps/portal/gov/ohid

An official State of Ohio site. [Here's how you know](#)

Language Translation

OH|ID

My Apps | App Store | Account Settings | Security Profile

Log In | Help

Secure access to State of Ohio services

OH|ID provides users with a more secure and private experience during online interactions with State of Ohio programs.

Create OH|ID Account

User ID

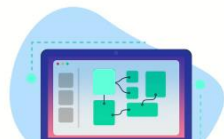
FORGOT YOUR USER ID?

Password

FORGOT PASSWORD?

Log In

Get login help



OH|ID Portal Dashboard

OH|ID Dashboard with MCE Tile Access



SECURITY DEVELOPERS **MANAGE OH|ID ACCOUNT**









Log Out Help Search

MY APPS APP STORE ACCOUNT SETTINGS SECURITY LEVEL RECENT ACTIVITY DEVICES

My Apps

Deshon Powell | OHID: | @medicaid.ohio.gov

Click the star to pin your favorite apps to the top of the page.

 AmeriHealth CC Portal Access AmeriHealth Caritas Ohio, Inc. Care Coordination Portal Details Open App	 Anthem CC Portal Anthem Blue Cross and Blue Shield Care Coordination Portal Details Open App	 CareSource CC Portal CareSource Ohio, Inc. Care Coordination Portal Details Open App	 Humana CC Portal Humana Health Plan of Ohio, Inc. Care Coordination Portal Details Open App	 Molina CC Portal Molina Healthcare of Ohio, Inc. Care Coordination Portal Details Open App
 United Healthcare CC Portal United Healthcare Community Plan of Ohio, Inc. Care Coordination Portal Details Open App	 Aetna (OhioRISE) CC Portal Aetna Better Health of Ohio (OhioRISE) Care Coordination Portal Details Open App	 Buckeye CC Portal Buckeye Care Coordination Portal Details Open App		



Landing Page

To perform a quick search, you can search by Medicaid_ID by choosing that from the dropdown and entering the number in the box on the right.

The screenshot displays the CareSource landing page. At the top, there is a navigation bar with the CareSource logo, a link to 'Go to Population Health', and a search bar. The search bar has a dropdown menu currently set to 'MEDICAID_NO' and a text input field with the placeholder 'Enter text to search'. A red box highlights this search area, and a red circle with the number '1' is placed over the dropdown menu. Below the navigation bar, there are several main sections: 'My Members', 'My Calendar', 'My Alerts', and 'Request Received'. The 'My Members' section includes filters for 'Assigned Type', 'Enrollment Status', and 'Risks', and a table with columns for 'Last Name', 'First Name', 'Altruista ID', 'DOB', 'Risk', 'Next Contact', 'Assigned Date', and 'Program Name'. The 'My Calendar' section shows a calendar for Thursday, January 26, 2023, with a time slot from 2:00 PM to 3:00 PM. The 'My Alerts' section has a table with columns for 'Description', 'Count', 'Source', and 'Updated On'. The 'Request Received' section includes filters for 'Module', 'Type', 'Member Name', 'Risk Type', and 'Risk Level', and a table with columns for 'Member Name', 'Activity Type', 'Scheduled Date', 'Refer Date', 'Refer by', 'Priority', 'Status', and 'WQ'. A red circle with the number '1' is also placed over the 'MEDICAID_NO' dropdown menu in the search bar.



Landing Page

Click Population Health (1) to navigate to your Dashboard.

The screenshot shows the CareSource landing page. At the top left, the CareSource logo is visible. To its right, there is a navigation bar with a red circle and the number '1' highlighting the 'Go to Population Health' link. The page is divided into several sections: 'My Members' (with filters for Assigned Type, Enrollment Status, and Risks), 'My Calendar' (showing a calendar for Thursday, January 26, 2023), 'My Alerts' (with filters for Alerts, Risks, Diseases, and Indicators), and 'Request Received' (with filters for Module, Type, Member Name, Risk Type, and Risk Level). The 'Request Received' section includes a search bar and a table with columns for Member Name, Activity Type, Scheduled Date, Refer Date, Refer by, Priority, Status, and WQ. The page also features a search bar at the top right and a user profile section for Michelle, an External Care Staff, with a time zone of EST.



Dashboard

The screenshot shows the CareSource dashboard interface. The top navigation bar includes the CareSource logo, an 'ALTRUISTA ID' dropdown, a search bar, and a user profile section for 'Michelle' (External Care Staff). The left sidebar menu is highlighted with a red box and labeled '1'. The main dashboard area features two tabs: 'Population' and 'Quality Measure Performance'. The 'ACTIVITIES' widget is highlighted with a red box and labeled '3'. A red box labeled '2' highlights the alert bell icon in the top right navigation bar. An inset window shows a list of alerts with columns for Description, Count, Source, and Updated On.

Description	Count	Source	Updated On
Members that have not been seen by their PCP in last 90 days	0	CLAIMS	10/11/2017
ER Alert	0	CLAIMS	10/11/2017
ER Visit in less 2 days	0	ADT	10/11/2017
ER Visit in less 24	0	ADT	10/11/2017

Alerts (2) are generated from claims that include emergency room visits and inpatient admission/discharges. To see the list of alerts, simply click on the alert bell.



Quick Search for a Member

The screenshot displays the CareSource dashboard interface. At the top left, the CareSource logo is visible. The main header area includes the text "You are in Population Health" and a "Go to Care Coordination" link. A search bar is prominently featured, with a dropdown menu currently set to "MEDICAID_NO" and a text input field containing "Enter text to search". The search bar is highlighted with a red border. To the right of the search bar, the user's name "Michelle" and role "External Care Staff" are displayed, along with the time zone "EST". Below the header, the dashboard is divided into two tabs: "Population" (selected) and "Quality Measure Performance". The "Population" tab contains ten data cards, each with an icon and numerical data. The cards are: "CARE PLAN" (0 New / Updated Care Plan(s), 0 Review Care Plan), "ACTIVITIES" (0 Pending Activity Request(s), 0 Unread Message(s)), "MY MEMBERS" (0 New Member (Last 30 Days)), "QUALITY MEASURES" (0 Not Addressed, 0 In-Progress), "CARE TRANSITIONS ADT" (0 Member(s) with Not Addressed Status, 0 Member(s) with In-Progress Status), "CARE TRANSITIONS IP" (0 Member(s) with Not Addressed Status, 0 Member(s) with In-Progress Status), "AUTHORIZATIONS (LAST 30 DAYS)" (0 Pending, 0 Denied, 0 Approved, 0 Partially Approved, 0 Others), "IN-PATIENTS ADMISSIONS & DISCHARGES" (0 New Admissions (Last 30 days), 0 New Discharges (Last 30 days)), "EMERGENCY DEPARTMENT DISCHARGES" (0 Discharges (Last 30 days)), and "ASSESSMENTS" (0 Pending Requests). A sidebar on the left contains navigation icons, and a top right navigation area includes "Member Accessed", "Calendar", "Alerts", and "Manage".

To perform a quick search from your Population Health Dashboard, you can search by Medicaid_ID by choosing that from the dropdown and entering the number in the box on the right.



My Members

The screenshot shows the CareSource 'My Members' page. A red box highlights the 'My Members' menu item in the left sidebar, labeled with a red circle '1'. A red box highlights the 'Filter By' button above the table, labeled with a red circle '2'. A red box highlights the 'Care Organization' dropdown menu in the 'Global Search' panel, labeled with a red circle '2'. A red box highlights the 'Search' button in the 'Global Search' panel, labeled with a red circle '3'. A tooltip box is overlaid on the 'Care Organization' dropdown, containing the text: 'Please select practice TIN from care organization drop-down and click on search to view all members associated to that practice.' Below the main interface, a separate box contains a 'Search' button and a 'Reset' link, both highlighted with red boxes. Blue arrows point from the 'Search' button in the 'Global Search' panel to the tooltip and from the 'Search' button in the bottom box to the main 'Search' button in the 'Global Search' panel.

Click search (3) to display all members associated with the Care Organization chosen (2).



My Members (Roster View)

ALTRUISTA ID Enter text to search

Welcome Michelle
External Care Staff
Time zone: EST

Calendar Actions Plan Notes Alerts Manage

My Members Active/Enrolled Assigned Risk

Filter By

Filter: Select Select Show Save

Find Unattributed Members

	Last Name ↑	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	140	OH	N/A	N/A
+ <input type="checkbox"/>					Low	126	OH	N/A	N/A
+ <input type="checkbox"/>					Medium	754	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	146	OH	N/A	N/A
+ <input type="checkbox"/>					Low	82	OH	N/A	N/A
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	82	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A

1 - 25 of 126371 items

This search displays all members associated with the Care Organization chosen on the previous slide.



My Members

Care Organization

OH:74018153 [OH]

Please select practice TIN from care organization drop-down and click on search to view all members associated to that practice.

2

CareSource

ALTRUISTA ID Enter text to search

Welcome Michelle
External Care Staff
Time zone: EST

Dashboard My Members Filter By

No records found.

My Members Active/Enrolled Assigned Risk

Filter: Select

	Last Name ↑	First Name	Altruista ID	DOB	Risk	Risk Score
--	-------------	------------	--------------	-----	------	------------

Global Search

Access Previously Saved Searches

Select search name

Select

Set this search as default

Search

Care Organization

OH:74018153 [OHCC100001 (TAX)]

3

Search By

Select

Search Text

Add NPI & Service Locations

NPI

Select

You can also search using criteria in the 'search by' area. When searching by member name (3), you then type in the member's name in the search text box.

Click 'search' to see your results based on the search criteria you have entered.

3

Search By

Select

Select

ALTRUISTA ID

FAMILY LINK ID

MEMBER NAME

SUBSCRIBER ID

TIN

MEMBER NAME

Search Reset



My Members (Roster View)

The screenshot displays the 'My Members' Roster View in the CareSource system. The interface includes a search bar at the top with the text 'ALTRUISTA ID' and 'Enter text to search'. The user is identified as 'Michelle', an 'External Care Staff' in the 'EST' time zone. The main content area shows a table of members with the following columns: Last Name, First Name, Altruista ID, DOB, Risk, Risk Score, Client Name, Next Contact, and Assigned Date/Attribute Date. The table contains 15 rows of data. The interface also includes a sidebar with navigation options like Dashboard, My Members, Quality Measures, Admission/Discharges, My Calendar, Knowledge Library, Requests, and Authorizations. The bottom of the interface shows a pagination control for 25 items per page and a total of 126371 items.

	Last Name ↑	First Name	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	140	OH	N/A	N/A
+ <input type="checkbox"/>					Low	126	OH	N/A	N/A
+ <input type="checkbox"/>					Medium	754	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	146	OH	N/A	N/A
+ <input type="checkbox"/>					Low	82	OH	N/A	N/A
+ <input type="checkbox"/>					Low	108	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	82	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A
+ <input type="checkbox"/>					Low	110	OH	N/A	N/A

The next slide walks through how to navigate the Roster View.



My Members

CareSource ALTRUISTA ID Enter Text

Welcome Michelle External Care Staff

My Calendar Action Plan Notes Alerts

My Members All Members Assigned Risk

Filter By All Members Active/Enrolled Inactive/Disenrolled

Filter: Select Select Show Save

3

1

2

Alerts

Description	Count	Source	Updated On
Members that have not been seen by their PCP in last 90 days	42482	CLAIMS	N/A
ER Alert	18278	CLAIMS	N/A
ER Visit in last 2 days	17084	ADT	N/A
ER Visit in last 24 hours	15272	ADT	N/A

Altruista ID	DOB	Risk	Risk Score	Client Name	Next Co
		Low	508	OH	N/A
		Low	567	OH	N/A
		Low	173	OH	N/A
		Low	170	OH	N/A
		Low	130	OH	N/A
		Low	173	OH	N/A
		N/A	532	OH	N/A
		N/A	104	OH	N/A
		Low	160	OH	N/A
		Low	170	OH	N/A
		N/A	203	OH	N/A
		N/A	89	OH	N/A
		N/A	1218	OH	N/A

1 - 10 of 29 items

1 2 3 10 items per page

1 - 25 of 66077 it

4

Last Name ▲	First Name	ALT ID	DOB	Risk	Risk Score	Company	Next Contact	Assigned Date/Attribute	Program Name	PSU Score
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Quality Measures

CareSource ALTRUISTA ID Enter Text

Quality Measures Use the Filter By button to review all filtering choices

Filter By

Measure Version: 2021 Quality Measure Group: Default In Progress Export to Excel

Scorecard	Last Name	First Name	DOB	Altruista ID	Client Name	RISK SCORE	AdultAccess	AsthmaControl
50%					OH	50	✓	-
50%					OH	130	✓	-
50%					OH	233	✓	-
33%					OH	123	⚠	-
0%					OH	105	-	-
50%					OH	327	✓	-
0%					OH	170	-	-
100%					OH	91	✓	-

2719 608

1 2 3 4 5 6 7 8 9 10 ... 25 items per page 1 - 25 of 48570 items

Icon	Status
⚠	Not Addressed
—	Not Applicable
i	In Progress
Ⓢ	Completed
✓	Is Compliance
Ⓥ	Verified

1

2

3







Admission/Discharges

The screenshot shows the CareSource interface for Admission/Discharges. A search bar at the top contains 'ALTRUISTA ID' and 'Enter Text'. A sidebar on the left lists navigation options: Dashboard, My Members, Quality Measures, Admission/Discharges (highlighted), My Calendar, Knowledge Library, Requests, and Authorizations. The main content area shows 'No records found.' and a 'Filter By' button (circled with a red '2'). Below the filter bar, a table header is visible with columns: Last Name, First Name, DOB, Admit Date, Facility Name, Event Type, Disch... Date, Ack Disch..., Disch... Ack/Un-Ack On, Disch... Ack/Un-Ack By, My Care Mana..., Medic... ID, Altru... ID, Risk Comp... Score, Risk Score, Load Date, Client, Next Activity, Script, Activity Due Date, and Status (circled with a red '1'). A dropdown menu is open over the 'Last Name' and 'First Name' columns (circled with a red '3'), listing options such as 'Add Activity', 'Add Appointment', 'Add RDI', 'ADT Summary', 'Appointment History', 'Assign Care Staff', 'Create Message', 'Member Info', 'QM Activity Summary', 'Required Activities', 'View Member Summary', and 'View Notes'. A legend on the right side of the interface defines the status icons: a red triangle for 'Member is not engaged in a care transition program.', an 'i' icon for 'Member is engaged in care transition program.', and a green circle for 'Member has completed the care transition program.'. A red arrow points from the 'Status' column header to the legend. At the bottom, there is a pagination bar showing '25 items per page' and 'No items to display'.



Not Used

	My Calendar
	Knowledge Library
	Requests
	Authorizations



Member Info-Member Details

The screenshot shows the CareSource Member Info page. A red box labeled '1' highlights the 'Member Info' link in the left sidebar. A red box labeled '2' highlights the 'Member Details' link in the top navigation bar. The page content is organized into several sections:

- Member Summary:** Displays member name (Tiffany Blaz), phone number (999-999-9999), care manager (Sarah Overh...), and risk information (RISK SCORE: 2, RISK LEVEL: Medium, RISK WEIGHT: 0).
- Member Details:** The active section, containing:
 - Personal Details:** Member Name (F-M-L), Gender (Male), Preferred Pronouns (He/him/his), Date of Birth, Altruista ID, Member ID, and Service Interruption (Not Available).
 - Phone Numbers:** Preferred Phone (Not Available), Primary Phone (999-999-9999), Cell Phone (Not Available), Alternate Phone (Not Available), Fax (Not Available), and Preferred Time of Call (Friday:Afternoon).
 - Email:** Primary Email (Not Available) and Preferred Email (Not Available).
 - Languages:** Primary Language (Spanish), Preferred Written Language(s) (Spanish), Preferred Spoken Language(s) (Spanish), and Communication Impairment (Traumatic Brain Injury).
 - Address:** Country (Not Available).
 - Medical IDs:** Primary Insurance (Not Available), Primary Ins. Policy # (Not Available), Secondary Insurance (Not Available), and Secondary Ins. Policy # (Not Available).



Member Info-Caregivers

ALTRUISTA ID

Welcome Michelle
External Care Staff

My Calendar Action Plan Notes Alerts Manage

Member Summary Phone : 999-999-9999 Care Manager : Sarah Overh...
PCP : Tiffa Community Care Org : Not Available [Life-Threatening Allergies](#) Client : OH

RISK SCORE: 2 RISK LEVEL: Medium RISK WEIGHT: 0

Member is currently accessed by another user

Member Details **Caregivers** Care Team Programs Eligibility

Go to Release of Information

<input type="checkbox"/>	First Name	Last Name	Home Phone	DOB	Gender	Preferred Language	Relation	Caregiver Type	Is Primary	Release of Information	Member Portal Access
<input type="checkbox"/>			N/A	N/A	Female	N/A	Grandparent/C... Affidavit	N/A	No	N/A	N/A



Member Info-Care Team

CareSource ALTRUISTA ID Enter Text

Welcome Michelle External Care Staff

My Calendar Action Plan Notes Alerts Manage

Member Summary Phone: 999-999-9999 Care Manager: Sarah Overholser
PCP: Tiffany Blaz Com Org: Not Available Life-Threatening Allergies Client: OH
RISK SCORE 2 RISK LEVEL Medium RISK WEIGHT 0
Member is currently accessed by another care staff

Member Details Caregivers **Care Team** Programs Eligibility

Member Info Health Care Plan Activity Record Authorizations Complaints

Name	Clinic / Org. / Dept.	Start Date	End Date	Active	ALL												
<input type="checkbox"/>	Tiffany Blaz	N/A	N/A	Yes	No	No	N/A	Certified Nurse Practitioner	7404544585	N/A	7404544008	02/01/2019	12/31/2099	N/A	No	N/A	
<input type="checkbox"/>	Sarah Overholser	Health Services	INT: Care Coordinator	No	No	N/A	Yes	N/A	937-487-4618	N/A	N/A	04/11/2022	N/A	N/A	No	N/A	
<input type="checkbox"/>	Rachel Grant	N/A	INT: IT Support	No	No	N/A	N/A	N/A	N/A	N/A	N/A	05/25/2022	N/A	N/A	No	N/A	
<input type="checkbox"/>	Patrick Janovick	N/A	EXT: Physician/Medical Doctor (MD) P	No	No	No	N/A	Family Practice	3302969606	N/A	3302978830	04/10/2022	N/A	N/A	No	N/A	
<input type="checkbox"/>	Hopebridge LLC	Hopebridge LLC	EXT: Agencies G	No	No	No	N/A	Autism Spectrum Disorder	4706324990	N/A	3175208200	04/11/2022	N/A	N/A	No	N/A	
<input type="checkbox"/>			CG: Grandparent/Caret... Affidavit	No	No	No	No	N/A				03/01/2022	N/A	N/A	No	N/A	
<input type="checkbox"/>	Andrew Hunt	N/A	EXT: Physician/Medical Doctor (MD) P	No	No	No	N/A	Psychiatry	2168442874	N/A	2168445883	04/01/2022	N/A	N/A	No	N/A	

20 items per page 1 - 7 of 7 items



Member Info-Programs

The screenshot shows the CareSource web application interface. At the top left is the CareSource logo. A search bar contains 'ALTRUISTA ID' and 'Enter Text'. The top right shows a user profile for 'Michelle', an 'External Care Staff'. Below the header is a navigation bar with icons for 'My Calendar', 'Action', 'Plan', 'Notes', 'Alerts', and 'Manage'. The main content area is titled 'Member Summary' and includes fields for 'Phone: 999-999-9999', 'Care Manager: Sarah Over...', 'PCP: Tiffany Blaz', 'Community Care Org', 'Life-Threatening Allergies', and 'Client: OH'. A status bar indicates 'Member is currently accessed by another care staff'. On the right, a risk summary table is displayed:

RISK SCORE	RISK LEVEL	RISK WEIGHT
2	Medium	0

Below the summary, there are tabs for 'Member Details', 'Caregivers', 'Care Team', 'Programs', and 'Eligibility'. The 'Programs' tab is selected and highlighted with a red box and a circled '2'. A left-hand navigation menu is visible, with 'Member Info' highlighted by a red box and a circled '1'. The main content area shows a list of programs, with one program highlighted by a red box and a circled '3':

Program Name	Start Date	End Date	Status	Referral Source	Program Details
Medium	05/09/2022	12/31/2099	Active	CareSource	Program ends 9999 days after eligibility ends

At the bottom right of the program list, there are action buttons: 'Add New Program', 'Aid & Supplemental Data History', 'Export', 'Upload', and 'History'.



Member Info-Eligibility

The screenshot shows the CareSource member eligibility page. Three red callouts are present: 1. A red box around the 'Member Info' link in the left sidebar. 2. A red box around the 'Eligibility' tab in the top navigation bar. 3. A red box around the 'Start Date' field in the 'Additional Details' section, which is set to 07/01/2022.

Member Summary

Phone : 999-999-9999 Care Manager : Sarah Overh...
PCP : Tiffany Blaz Community Care Org : Not Available **Warning Allergies** Client : OH

Member is currently accessed by another care staff

RISK SCORE 2 **RISK LEVEL** Medium **RISK WEIGHT** 0

Member Details Caregivers Care Team Programs **Eligibility**

1 Member Info

Payor CareSource Code 01 Status **3** Active
State Ohio Group CareSource Ohio Class Default Start Date 07/01/2022
Code 02 Code CSOHIO Code DEFAULT End Date 12/31/2199
Plan CS Ohio ABD Medical with OHRise
Code OHRABM01 Aid Category ABD - Disabled
Code AD

Additional Details
SUBGROUP ABD



Health-Member Medical Info

The screenshot displays the CareSource Member Summary page. The top navigation bar includes the CareSource logo, a search bar for member names, and a welcome message for Michelle, an External Care Staff. The main header shows the member's name, PCP (Tiffany Blaz), and a red box labeled '2' around the 'Life Threatening Allergies' link. The right side of the header displays risk metrics: RISK SCORE 2, RISK LEVEL Medium, and RISK WEIGHT 0.

The left sidebar contains navigation options: Member Info, Health (circled with '1'), Care Plan, Activity Record, Authorizations, and Complaints. The main content area has tabs for Member Medical Info (circled with '2'), Visits, Diagnosis, Medications, Health Indicators, and Appointments. The Member Medical Info tab is active, showing a table of medical conditions:

Primary Medical Conditions:	Diabetes Type -1	Primary Behavioral Conditions:	Not Available
Additional Medical Health Info:	Not Available	Additional Behavioral Health Info:	Not Available
Secondary Medical Conditions:	Not Available	Secondary Behavioral Conditions:	Not Available
Height:	Not Available	Weight:	Not Available
Communication Impairment:	Traumatic Brain Injury	Care Manager:	Sarah Overholser
Programs:	Medium	Service Interruption:	Not Available
Evacuation Zone:	Not Available		

Below this is a section for Risk Stratification Information (circled with '3'), which contains a table of risk events (circled with '4'):

<input type="checkbox"/>	Risk Type	Risk Category	Payor	Risk Score	Start Date	End Date	Primary
<input type="checkbox"/>	Expected Risk	High	N/A	N/A	02/08/2023	N/A	No
<input type="checkbox"/>	OH Medicaid Risk Stratification	High	N/A	N/A	05/26/2022	N/A	No

At the bottom, there are pagination controls (10 items per page, 1-2 of 2 items) and a summary section for Population Health Stream (Children with BH), Current Homelessness (No), and Past Homelessness (No).



Health-Member Medical Info

Allergies & Sensitivities

<input type="checkbox"/>	Medication / Other Trigger	Sensitivity Description	Life Threatening	Created By	Created On	Updated By	Updated On
<input type="checkbox"/>	Amoxicillin	Anaphylaxis	Yes	Sarah Overholser	04/11/2022	N/A	N/A

10 items per page 1 - 1 of 1 items

Vaccination details

Select

<input type="checkbox"/>	Vaccination Name	Vaccination Date	Vaccination Status	Created By	Created On	Updated By	Updated On
<input type="checkbox"/>	COVID Injection 2	07/01/2021	Received	Sarah Overholser	04/11/2022	N/A	N/A
<input type="checkbox"/>	COVID Injection 1	06/05/2021	Received	Sarah Overholser	04/11/2022	N/A	N/A

5 items per page 1 - 2 of 2 items

Preventive screening details

<input type="checkbox"/>	Preventive Screening Name	Preventive Screening Date	Created By	Created On	Updated By	Updated On
--------------------------	---------------------------	---------------------------	------------	------------	------------	------------

5 items per page No items to display

Primary Medical Condition : Diabetes Type -1
Enrollment Months : CareSource : 4 years, 5 months, (1612 days)

Opportunity	Identified Date	Status	Created By	Created On	Updated By	Updated On	Source Type
-------------	-----------------	--------	------------	------------	------------	------------	-------------

5 items per page No items to display

Additional Information
No Additional Data Available



Health-Visits

The screenshot displays the CareSource Member Summary interface. At the top, the CareSource logo is on the left, and a search bar for 'MEMBER NAME' is in the center. On the right, the user is identified as 'Michelle', an 'External Care Staff'. Below the header, there are navigation icons for 'My Calendar', 'Action', 'Plan', 'Notes', 'Alerts', and 'Manage'. The main content area is titled 'Member Summary' and includes fields for 'Phone', 'Care Manager: Sarah Overh...', 'PCP: Tiffany Blaz', 'Community Care Org: Not Available', 'Life-Threatening Allergies', and 'Client: OH'. To the right of these fields, risk metrics are shown: 'RISK SCORE: 2', 'RISK LEVEL: Medium', and 'RISK WEIGHT: 0'. A navigation bar below the summary contains tabs for 'Member Medical Info', 'Visits', 'Diagnosis', 'Medications', 'Health Indicators', and 'Appointments'. The 'Visits' tab is selected and highlighted with a red box. Below the tabs is a search section with a 'Search By' dropdown menu (highlighted with a red box), 'Type of Visit' dropdown, and 'Enter Text' input field. There are also 'From Date' and 'To Date' fields with calendar icons, and search and refresh buttons. Below the search section is a table with columns: 'Session', 'Discharge Date', 'Discharge Disposition', 'RPM Score', 'RST Score', 'Facility', 'Case Status', 'Case Type', and 'Primary Diagnosis'. The table is currently empty. At the bottom, there is a pagination control showing '20 items per page' and a status message 'No items to display'.



Health-Visits

Member Medical Info **Visits** Diagnosis Medications Health Indicators Appointments

Search By: **Claims** Type of Visit From Date To Date Payor Payor **CareSource** Code **01** Active Inactive [View Full Eligibility](#)

[View](#) [Choose Columns](#)

<input type="checkbox"/>	Visit Type	Service From	Service To	Length of Stay	Reason for Visit	Provider Name	CPT Code	Diagnosis Code	Amount Paid	Payor
<input type="checkbox"/>	Laboratory	10/27/2020	10/27/2020	1	N/A	No Provider	80348, 80349, 80355	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Laboratory	11/09/2020	11/09/2020	1	N/A	No Provider	80348, 80349, 80355	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Laboratory	11/03/2020	11/03/2020	1	N/A	No Provider	80371	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Laboratory	11/03/2020	11/03/2020	1	N/A	No Provider	80348, 80349, 80355	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Laboratory	10/21/2020	10/21/2020	1	N/A	No Provider	80348, 80349, 80355	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Laboratory	11/09/2020	11/09/2020	1	N/A	No Provider	80307, 80362, 81025	F11.20	\$ 0.00	CareSource
<input type="checkbox"/>	Unclassified	N/A	N/A	0	N/A	Emily Boyd	N/A	N/A	\$ 153.00	CareSource
<input type="checkbox"/>	Unclassified	N/A	N/A	0	N/A	Erica Shumway	N/A	N/A	\$ 4472.00	CareSource

1 - 20 of 416 items



Health-Visits

Member Medical Info **Visits** Diagnosis Medications Health Indicators Appointments

Search By EMR Type of Visit From Date To Date

[View](#)

	Visit Type	Service From	Service To	Provider Name	Diagnosis Codes	Event Type
<input type="checkbox"/>	Recurring patient	07/29/2021	N/A	ANNA LICHTENSTEIN	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Recurring patient	07/29/2021	N/A	ANNA LICHTENSTEIN	N/A	A04 : Register a Patient
<input type="checkbox"/>	Recurring patient	06/24/2021	N/A	ANNA LICHTENSTEIN	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Recurring patient	06/24/2021	N/A	ANNA LICHTENSTEIN	N/A	A04 : Register a Patient
<input type="checkbox"/>	Recurring patient	06/17/2021	N/A	ANNA LICHTENSTEIN	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Recurring patient	06/17/2021	N/A	ANNA LICHTENSTEIN	N/A	A04 : Register a Patient
<input type="checkbox"/>	Recurring patient	06/10/2021	N/A	ANNA LICHTENSTEIN	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Recurring patient	06/10/2021	N/A	ANNA LICHTENSTEIN	N/A	A04 : Register a Patient

1 2 items per page 1 - 20 of 31 items



Health-Diagnosis

The screenshot displays the CareSource Member Summary interface. At the top, there is a search bar for member names and a welcome message for Michelle, an External Care Staff member. The page is divided into several sections: Member Summary, Member Medical Info, Visits, Diagnosis, Medications, Health Indicators, and Appointments. The Diagnosis section is currently active and shows a table of diagnosis codes and descriptions. The Health section is also highlighted in the left sidebar. Below the diagnosis table, there is a section for Managed Conditions, which lists a condition: Diabetes Type -1.

Member Summary

Phone: [Redacted] Care Manager: Sarah Overh...
PCP: Tiffany Blaz Community Care Org: Not Available **Life-Threatening Allergies** Client: OH

RISK SCORE: 2 **RISK LEVEL**: Medium **RISK WEIGHT**: 0

Diagnosis Summary

Search By: All | Diagnosis Code | [Redacted] | Start Date: 12/01/2021 | To Date: 06/01/2022

* Note: Default system displays data for 6 months only, change search dates for additional view. View Edit

Diagnosis Code	Description	Total
<input type="checkbox"/> Z79.899	Other long term (current) drug therapy	2
<input type="checkbox"/> Z79.899	Other long term (current) drug therapy	4
<input type="checkbox"/> Z72.89	Other problems related to lifestyle	4
<input type="checkbox"/> Z59.0	Homelessness	1
<input type="checkbox"/> Z13.1	Encounter for screening for diabetes mellitus	1
<input type="checkbox"/> Z11.4	Encounter for screening for human immunodeficiency virus [HIV]	1

10 items per page 1 - 10 of 36 items

Managed Conditions

Condition	Category	Start Date	End Date	Rank	Level	Created On
<input type="checkbox"/> Diabetes Type -1	Medical	04/12/2022	N/A	120	Primary	04/12/2022



Health-Medications

The screenshot displays the CareSource member portal interface. At the top, the CareSource logo is on the left, and a search bar for member names is in the center. On the right, a user greeting reads "Welcome Michelle, External Care Staff" with user profile icons. Below the header, a navigation bar includes icons for My Calendar, Action, Plan, Notes, Alerts, and Manage. The main content area is titled "Member Summary" and shows member details: PCP: Tiffany Blaz, Community Care Org: Not Available, Life-Threatening Allergies, and Client: OH. To the right of this summary, risk metrics are displayed: RISK SCORE: 2, RISK LEVEL: Medium, and RISK WEIGHT: 0. A left-hand navigation menu includes "Member Info", "Health" (highlighted with a red box), "Care Plan", and "Activity Record". The "Medications" tab is selected and highlighted with a red box. Under this tab, three sub-sections are listed: "Manual Based Medications", "Claim Based Medications", and "Manually Entered Pharmacies", each with a right-pointing arrow and highlighted by a red box. At the bottom of the main content area, there are links for "Drug-Disease Interaction", "Drug-Drug Interaction", and "Duplicate Therapy", along with buttons for "Show Pharmacy Report", "Allergies & Sensitivities", and "Audit Trail".



Health-Health Indicators

The screenshot displays the CareSource member summary interface. At the top, there is a search bar for member names and a user profile for Michelle, an External Care Staff. Below this is a navigation bar with icons for My Calendar, Action, Plan, Notes, Alerts, and Manage. The main header area shows the Member Summary with fields for Phone, Care Manager (Sarah Overh...), PCP (Tiffany Blaz), Community Care Org (Not Available), Life Threatening Allergies, and Client (OH). Risk metrics are displayed as RISK SCORE: 2, RISK LEVEL: Medium, and RISK WEIGHT: 0. A sidebar on the left contains navigation options: Member Info, Health (highlighted with a red box), Care Plan, and Activity Record. The main content area is titled 'Health Indicators' (also highlighted with a red box) and includes filters for Category and Indicator. A table lists indicators, with 'Blood Sugar' having a detailed view table.

Category	Indicator	Parameter	Last Recorded Value	Comment on Last	Last Recorded Date
EMR	BMI	N/A			
Blood Sugar	Blood Sugar	Enter Blood Sugar	245	N/A	04/11/2022 11:30:00 AM



Health-Appointments

CareSource

MEMBER NAME

Welcome Michelle
External Care Staff

My Calendar Action Plan Notes Alerts Manage

Member Summary 2 Phone Care Manager : Sarah Overh...

PCP : Tiffany Blaz Community Care Org : Not Available **Life Threatening Allergies** Client : OH

RISK SCORE: 2 RISK LEVEL: Medium RISK WEIGHT: 0

Member Medical Info Visits Diagnosis Medications Health Indicators **Appointments**

Appointment ID First Name Last Name Status:

Provider Type:

ID	Status	Appointment Date	Appointment Time	Priority	Provider Name	Provider Type	Attachments	Auth ID
<input type="checkbox"/> 669	Rescheduled	05/19/2022	10:00 AM	N/A	Patrick Janovick	Physician/Medical Doctor (MD) P	No Attachments	N/A

ID	Status
<input checked="" type="checkbox"/> 6	<ul style="list-style-type: none">EditScheduledConfirmMissedCompleteRescheduleCancelAdd ActivityView



Care Plan-Team Care Plan (Care Plan Overview)

The screenshot shows the CareSource interface for a member's care plan. The top navigation bar includes the CareSource logo, a search bar for member names, and a user profile for Michelle, an External Care Staff. Below this is a 'Member Summary' section with fields for phone, care manager, PCP (Tiffany Blaz), and client location (OH). A risk assessment table is visible on the right, showing a Risk Score of 2, Risk Level of Medium, and Risk Weight of 0. The main content area has a left sidebar with navigation options: Member Info, Health, Care Plan (highlighted with a red box), Activity Record, Authorizations, and Complaints. The main content area has a top navigation bar with 'Team Care Plan' (highlighted with a red box) and 'Care Plan Overview' (highlighted with a red box). Below this is a 'General Considerations' section with fields for Category, Status, Start Date, and Target Date. A search bar is located below the form fields. At the bottom of the page, there are several action buttons: 'Expand All' (highlighted with a red box and a red circle containing the number 2), 'Export to PDF', 'Full Care Plan' (highlighted with a red box and a red circle containing the number 1), and 'Sort Expanded View'. There is also an 'Add OGI' button in the bottom right corner.

2

1



Care Plan-Team Care Plan (Care Plan Overview)

Select All
 Action
 Collapse All
 Export to PDF
 Full Care Plan
 Sort Expanded View

+ Opportunity: **Member needs durable medical equipment**
 Goal: **Member will have necessary equipment and supplies**
 Goal Group: Disease Management - Diabetes
 Condition: Diabetes

Member Goal: Member will have necessary equipment and supplies

Select
 Current
 Priority: MODER...
 Sign Off

Intervention: Care Manager educates the member about their benefits for durable medical equipment

Status: Active	Member Plan: Active	Start Date: 04/12/2022	Target Date: 04/22/2022
Sign off Date: 04/13/2022	Opportunity Resolved Date: N/A	Add Appointment: NO	Targeted To: N/A
Roles: CM Leader	Term: Short	Assigned Owner: Sarah Overholser	Source: Manual
Created On: 04/12/2022	Created By: Glenn Baker		

Updated On: 04/13/2022 Updated By: Sarah Overholser

Guideline Source: N/A

Payor: CareSource (01) >> Ohio (02) >> CareSource Ohio (CSOHIO) >> Default (DEFAULT) >> CareSource Ohio Partners for Kids Medical Capitation South East Region (FC02) >> ABD - Disabled (AD)

+ Opportunity: **Knowledge Deficit regarding Diabetes**
 Goal: **Member will understand what diabetes is and comply with the treatment plan set by his or her endocrinologist.**
 Goal Group: Disease Management - Diabetes
 Condition: Diabetes

Member Goal: N/A

Select
 Current
 Priority: High
 Sign Off

Intervention: Care Manager will educate member about diabetes.

Status: Active	Member Plan: Active	Start Date: 04/12/2022	Target Date: 05/12/2022
Sign off Date: 04/13/2022	Opportunity Resolved Date: N/A	Add Appointment: NO	Targeted To: N/A
Roles: CM Leader	Term: Short	Assigned Owner: Sarah Overholser	Source: Manual
Created On: 04/12/2022	Created By: Glenn Baker		

Updated On: 04/13/2022 Updated By: Sarah Overholser

Guideline Source: N/A

Payor: CareSource (01) >> Ohio (02) >> CareSource Ohio (CSOHIO) >> Default (DEFAULT) >> CareSource Ohio Partners for Kids Medical Capitation South East Region (FC02) >> ABD - Disabled (AD)

[Additional Information](#)



Care Plan-Team Care Plan (Care Plan Barriers)

The screenshot displays the CareSource member care plan interface. At the top, there is a search bar for member names and a navigation menu with icons for My Calendar, Action, Plan, Notes, Alerts, and Manage. The main header shows the member's name, phone number, care manager (Sarah Overh...), PCP (Tiffany Blaz), community care org (Not Available), life-threatening allergies, and client location (OH). Risk metrics are displayed as RISK SCORE: 2, RISK LEVEL: Medium, and RISK WEIGHT: 0.

The left sidebar contains navigation options: Member Info, Health, Care Plan (highlighted with a red box), and Activity Record. The main content area shows a breadcrumb trail: Team Care Plan (highlighted with a red box) > Guiding Opportunities > Member Plan > Service Plan > Advance Directives > Community Referral. Below this, there are tabs for Care Plan Overview, Care Plan Barriers (highlighted with a red box), Care Plan Strengths, and Care Plan Review. The 'Care Plan Barriers' tab is active, showing a table of barriers.

<input type="checkbox"/>	Barrier Name	Priority	Status	Type	Remove Row
<input type="checkbox"/>	Member has no transportation to appointments.	N/A	In progress	Transportation	<input type="button" value="⊖"/>
<input type="checkbox"/>	Recent diagnosis of Type 1 Diabetes and lack of education and resources related to it.	N/A	In progress	Other	<input type="button" value="⊖"/>
<input type="checkbox"/>	member's mother is no longer available as support	N/A	In progress	Other	<input type="button" value="⊖"/>



Care Plan-Team Care Plan (Care Plan Strengths)

The screenshot displays the CareSource member care plan interface. At the top, there is a search bar for member names and a user profile for Michelle, an External Care Staff. The main header shows the member's summary, including their name, phone number, care manager (Sarah Over...), PCP (Tiffany Blaz), and community care organization (Not Available). Risk metrics are displayed as RISK SCORE: 2, RISK LEVEL: Medium, and RISK WEIGHT: 0. The left sidebar contains navigation options: Member Info, Health, Care Plan (highlighted with a red box), and Activity Record. The main content area shows the 'Team Care Plan' tab (also highlighted with a red box) and the 'Care Plan Strengths' sub-tab (highlighted with a red box). Below this, there are buttons for 'Add Care Plan Strength' and 'Expand All'. A table lists the care plan strengths:

	<input type="checkbox"/>	Strength Name	Type	Priority	Status	Remove Row
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Member has a history of being active and high functioning	Engaged in a healthy life style	N/A	Active	<input type="button" value="⊖"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Grandmother is very involved and supportive	Strong family support	N/A	Active	<input type="button" value="⊖"/>



Care Plan-Guiding Opportunities

The screenshot displays the CareSource member summary interface. The top navigation bar includes the CareSource logo, an ALTRUISTA ID search field, and a user profile for Michelle, an External Care Staff. The main header shows the member's name, phone number, care manager (Sarah Overholser), PCP (Tiffany Bl...), primary care organization (Not Available), a link to 'Life-Threatening Allergies', and client location (OH). Risk metrics are shown as RISK SCORE: 2, RISK LEVEL: Medium, and RISK WEIGHT: 0.

The 'Guiding Opportunities' section is active, showing a list of opportunities. The left sidebar has the 'Care Plan' menu item highlighted with a red box and the number 1. The 'Guiding Opportunities' tab is highlighted with a red box and the number 2. The 'Opportunity Source' dropdown is set to 'Existing opportunities' and is highlighted with a red box and the number 3.

<input type="checkbox"/>	Opportunity	Identified Date	Status	Created By	Created On	Updated By	Updated On
<input type="checkbox"/>	Knowledge Deficit regarding Diabetes	04/13/2022	Added	Glenn Baker	04/12/2022	Sarah Overholser	04/13/2022
<input type="checkbox"/>	Member needs durable medical equipment	04/13/2022	Added	Glenn Baker	04/12/2022	Sarah Overholser	04/13/2022
<input type="checkbox"/>	Member needs further assessment of Diabetes	04/12/2022	Resolved	Sarah Overholser	04/12/2022	Glenn Baker	04/12/2022
<input type="checkbox"/>	Member needs further assessment of intellectual/developmental disabilities.	04/12/2022	Resolved	Sarah Overholser	04/12/2022	Glenn Baker	04/12/2022
<input type="checkbox"/>	Member needs further assessment of Depression	04/12/2022	Resolved	Sarah Overholser	04/12/2022	Glenn Baker	04/12/2022
<input type="checkbox"/>	Member needs further assessment of Bipolar disorder	04/12/2022	Resolved	Sarah Overholser	04/12/2022	Glenn Baker	04/12/2022
<input type="checkbox"/>	Member needs further assessment of Psychotic disorder	04/12/2022	Resolved	Sarah Overholser	04/12/2022	Glenn Baker	04/12/2022
<input type="checkbox"/>	Referral to OhioRISE	04/12/2022	Added	Glenn Baker	04/12/2022	N/A	N/A

At the bottom of the page, there is a pagination control showing '10' items per page and '1 - 8 of 8 items'.



Care Plan-Guiding Opportunities

1 Care Plan

2 Guiding Opportunities

3 External quality measures

4 Measure Version: 2021

Member Summary

ALTRUISTA ID [] Enter Text []

Welcome Michelle External Care Staff

My Calendar Action Plan Notes Alerts Manage

Phone: [] Care Manager: Sarah Overh... RISK SCORE 2 RISK LEVEL Medium RISK WEIGHT 0

PCP: Tiffany Bl... Life Threatening Allergies Client: OH

Team Care Plan **Guiding Opportunities** Member Plan Service Plan Advance Directives Community Referral

Opportunity Source: External quality measure Opportunity Name: [] Measure Version: 2021 Start Date: [] End Date: []

Opportunity	Opportunity Status	Measure Code	Measure Category	NCQA Grouping	Measure Description	Documents
WellCare		URR	N/A	N/A	Annual Wellcare Exam	

Member Info Health Care Plan Activity Record Authorizations Complaints

Developmental Screening - 30 Month Developmental Screening - 9 Month ImmunChild Immunization - DTaP 1 Immunization - DTaP 2 Immunization - DTaP 3 Immunization - DTaP 4 Immunization - H Influenza Type B (HIB) 1 Immunization - H Influenza Type B (HIB) 2

1 - 20 of 47 items

Care Plan-Member Plan

The screenshot displays the CareSource user interface. At the top left is the CareSource logo. A search bar labeled 'ALTRUISTA ID' with a search icon is present. On the top right, the user is identified as 'Michelle', an 'External Care Staff'. A navigation bar includes icons for 'My Calendar', 'Action', 'Plan', 'Notes', 'Alerts', and 'Manage'. The main header area shows 'Member Summary' with a notification badge (2), 'Phone: [redacted]', 'Care Manager: Sarah Overh...', 'PCP: Tiffany Blaz', 'Community Care Org: Not Available', 'Life Threatening Allergies', and 'Client: OH'. To the right of this header, risk metrics are shown: 'RISK SCORE: 2', 'RISK LEVEL: Medium', and 'RISK WEIGHT: 0'. A left-hand navigation menu contains 'Member Info', 'Health', 'Care Plan' (highlighted with a red box), and 'Activity Record'. The main content area has tabs for 'Team Care Plan', 'Guiding Opportunities', 'Member Plan' (highlighted with a red box), 'Service Plan', 'Advance Directives', and 'Community Referral'. Below the tabs are filters for 'Category: Select All', 'Language: ENG', 'Start Date', and 'Target Date'. A note states: 'Note: All the system generated e-mails will be stopped if the user is found to have a shared e-mail.' At the bottom, a table header is visible with columns: 'Preference', 'Task', 'Member Goal', 'Member Status', 'Start Date', 'Target Date', 'Care Staff Comments', and 'Member Comments'.



Care Plan-Advance Directives

The screenshot displays the CareSource member portal interface. At the top left is the CareSource logo. A search bar labeled 'ALTRUISTA ID' with a search icon is present. On the top right, it says 'Welcome Michelle External Care Staff' with user profile icons. Below the search bar is a navigation menu with icons for My Calendar, Action, Plan, Notes, Alerts, and Manage. The main header area shows 'Member Summary' with a notification badge '2'. It includes fields for Phone, Care Manager (Sarah Overh...), PCP (Tiffany Blaz), Community Care Org (Not Available), Life-Threatening Allergies, and Client (OH). To the right of this header, there are three columns: RISK SCORE (2), RISK LEVEL (Medium), and RISK WEIGHT (0). Below the header is a breadcrumb trail: Team Care Plan > Guiding Opportunities > Member Plan > Service Plan > **Advance Directives** > Community Referral. The 'Advance Directives' link is highlighted with a red box. On the left side, there is a sidebar menu with 'Member Info', 'Health', 'Care Plan' (highlighted with a red box), and 'Activity Record'. The main content area shows a table with columns: Advance Directive Type, Addressed Date, Completion Date, Created By, Created On, Updated By, Updated On, and File. There are '+ Add', 'Edit', and 'Delete' icons at the top right of the table.

Advance Directive Type	Addressed Date	Completion Date	Created By	Created On	Updated By	Updated On	File
<input type="checkbox"/>							



Care Plan-Community Referral

The screenshot displays the CareSource member portal interface. At the top, the CareSource logo is on the left, and a search bar with 'ALTRUISTA ID' and 'Enter Text' is in the center. On the right, a user profile for 'Michelle' is shown with the title 'External Care Staff'. Below the header, a navigation bar includes icons for Home, Member Summary, My Calendar, Action, Plan, Notes, Alerts, and Manage. The 'Member Summary' section shows a notification badge with the number '2', and details for 'Phone', 'Care Manager: Sarah Overh...', 'PCP: Tiffany Blaz', 'Community Care Org: Not Available', 'Life Threatening Allergies', and 'Client: OH'. To the right of this section, a table displays risk metrics: RISK SCORE (2), RISK LEVEL (Medium), and RISK WEIGHT (0). A left-hand navigation menu is visible, with 'Care Plan' highlighted in red. The main content area shows a 'Community Referral' tab, also highlighted in red, with sub-options for 'Find Community Provider' and 'Community Referral Summary'. Below these options, a search prompt reads: 'Search for providers who assist with community services like food, childcare, housing and more.' The search form includes a 'Find' dropdown with 'Food pantry, home services...', a 'Within' dropdown set to '50 miles', and a '* Near' field with '14834 Empire Rd Thornville OH 43076'. A 'Search' button is to the right. Below the search form, there are filter options: 'Filter By' with a 'Target Population' dropdown, 'Partnership Type' with an 'All Providers' dropdown, and 'Resources' with radio buttons for 'Local' (selected) and 'Regional (Remote)'.



Activity Record-Notes

The screenshot shows the CareSource interface for a member's activity record. The top navigation bar includes the CareSource logo, an ALTRUISTA ID search field, and a user profile for Michelle, an External Care Staff. The main header displays the member's summary, including contact information, care manager (Sarah Overholser), PCP (Tiffany Blaz), and risk scores (RISK SCORE: 2, RISK LEVEL: Medium, RISK WEIGHT: 0). A secondary navigation bar contains tabs for Member Summary, Notes, Activity Summary, Required Activities, Outstanding Activities, Documents, Articles, and Consent Forms. The 'Notes' tab is selected and highlighted with a red circle and the number '2'. A left-hand sidebar contains navigation options: Member Info, Health, Care Plan, Activity Record (highlighted with a red circle and the number '1'), Authorizations, and Complaints. The main content area shows a list of activities with a search and filter bar at the top. A table of activities is displayed below, with the table header highlighted by a red line and the number '3'. The table includes columns for checkboxes, Note Type, Notes, View Notes, Activity Type, Script Name, Created By, Created On, Updated By, and Updated On. The activities listed include a TRIAGE SUMMARY, several Activity entries with descriptions like 'Testing, to make sure CM gets this in GC.', and a Member Note regarding Medicaid eligibility.

<input type="checkbox"/>	Note Type	Notes	View Notes	Activity Type	Script Name	Created By	Created On	Updated By	Updated On
<input type="checkbox"/>		TRIAGE SUMMARY							
<input type="checkbox"/>	Activity	Cal...		NCentaurus	N/A	API USER	04/19/2022 08:02:22 AM	N/A	N/A
<input type="checkbox"/>	Activity	Testing, to make sure CM gets this in GC.		NCentaurus	N/A	API USER	04/18/2022 03:15:13 PM	N/A	N/A
<input type="checkbox"/>	Activity	Follow-up with Member's Grandmother regarding blood sugar checks.		Follow Up	N/A	Sarah Overholser	04/13/2022 09:13:28 PM	N/A	N/A
<input type="checkbox"/>	Activity	Contact the Boys & Girls Club regarding youth activities per request of Member's Grandmother. Awaiting call back.		Community Referral Activity	N/A	Sarah Overholser	04/13/2022 09:00:00 PM	N/A	N/A
<input type="checkbox"/>	Member Note	Pre-call Review							
<input type="checkbox"/>	Member Note	Confirmed member eligible for Ohio Medicaid. Aid Category ABD - Disabled. Member referred by CM at OhioRISE for assistance with new diagnosis of Diabetes.		N/A	N/A	Glenn Baker	04/12/2022 06:14:01 PM	N/A	N/A



Activity Record-Activity Summary

CareSource ALTRUISTA ID [] Enter Text []

Welcome Michelle External Care Staff

My Calendar Action Plan Notes Alerts Manage

Member Summary Phone [] Care Manager : Sarah Overholser

PC [] Laz [] Community Care Org : Not Available **Life Threatening Allergies** Client : OH

RISK SCORE: 2 RISK LEVEL: Medium RISK WEIGHT: 0

Notes **Activity Summary** Required Activities Outstanding Activities Documents Articles Consent Forms

Script Summary, General Activity [] Show Show All

Script Name : Select []

Script Performed	Script Performed Date	Script Performed By	Script Status	Script Complete/... Date	Eligibility	Program Name	Script Score	Activity Type	Activity Outcome	Actual Duration	Delete
<input type="checkbox"/> Health Needs Assessment	05/10/2022 04:29:03 PM	Sarah Overholser	Cancelled	05/10/2022 04:32:36 PM	N/A	N/A	0	Assessm	N/A	00:00:00	
<input type="checkbox"/> UM MD Review Request	04/26/2022 09:48:42 AM	Katharine Howard	Completed	04/26/2022 09:51:49 AM	N/A	N/A	0	UM - MD Review Request Form	N/A	00:00:00	
<input type="checkbox"/> UM MD Review Request	04/20/2022 10:18:31 PM	Priscilla Pryor	Completed	04/21/2022 04:23:09 AM	N/A	N/A	0	UM - MD Review Request Form	N/A	00:00:00	
<input type="checkbox"/> TOC Post-Discharge Assessment	04/15/2022 09:41:05 AM	Sarah Overholser	Cancelled	04/15/2022 09:43:50 AM	N/A	N/A	0	Assessm	N/A	00:00:00	

Childhood Diabetes [] 20 items per page 1 - 9 of 9 items

General Activity Care Staff

Activity Type : Select []

Performed On	Performed By	Scheduled Date	Scheduled By	Activity Type	Eligibility	Program Name	Activity Outcome	View	Delete
04/13/2022 09:13:28 PM	Sarah Overholser	04/13/2022 10:00:00 AM	Sarah Overholser	Follow Up	N/A	N/A	Successful : Successful		

Activity Record-Documents

The screenshot displays the CareSource member portal interface. At the top, the CareSource logo is on the left, and a search bar with 'ALTRUISTA ID' and 'Enter Text' is in the center. On the right, a user profile for 'Michelle' is shown with 'External Care Staff' and a settings icon. Below the header, a navigation bar includes icons for 'My Calendar', 'Action', 'Plan', 'Notes', 'Alerts', and 'Manage'. The main content area is titled 'Member Summary' and includes fields for 'Phone', 'Care Manager: Sarah Overh...', 'PCP: Tiffany Blaz', 'Community Care Org: Not Available', 'Life Threatening Allergies', and 'Client: OH'. To the right of this summary, risk metrics are displayed: 'RISK SCORE: 2', 'RISK LEVEL: Medium', and 'RISK WEIGHT: 0'. A left-hand navigation menu contains 'Member Info', 'Health', 'Care Plan', and 'Activity Record', with 'Activity Record' highlighted in a red box. The 'Documents' tab is also highlighted in a red box. Below the tabs, there are filters for 'Category', 'Document Type', 'From Date', and 'To Date'. An 'Upload' button is visible. A table lists documents with columns for 'Document ID', 'Document', 'View', 'Type', 'Draft', 'Resend', and 'Member Portal'. The table contains three rows of data. A note at the bottom of the table states: 'Once the document(s) are synced in Member Portal user cannot change the status.'

Member Summary

Phone: [Redacted] Care Manager: Sarah Overh...

PCP: Tiffany Blaz Community Care Org: Not Available **Life Threatening Allergies** Client: OH

RISK SCORE: 2 RISK LEVEL: Medium RISK WEIGHT: 0

Documents

Category: Select Document Type: Select From Date: MM/DD/YYYY To Date: MM/DD/YYYY

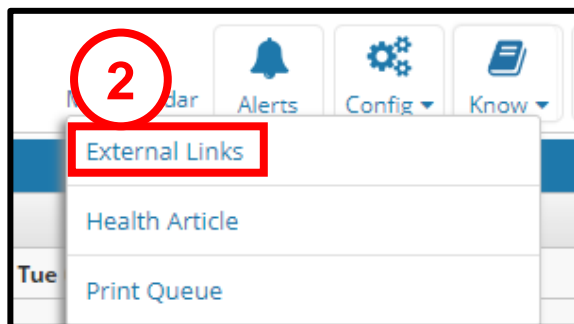
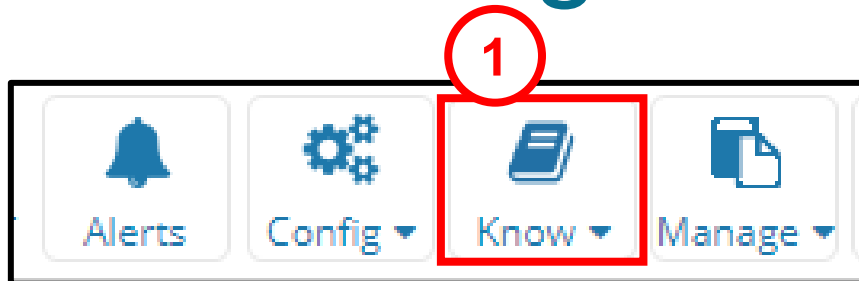
Upload

Once the document(s) are synced in Member Portal user cannot change the status.

<input type="checkbox"/>	Document ID	Document	View	Type	Draft	Resend	Member Portal
<input type="checkbox"/>	269392			Care Plan		N/A	View
<input type="checkbox"/>	269383	Full Care Plan.pdf		Care Plan		N/A	View
<input type="checkbox"/>	269321			Assessment		N/A	View



Maintaining Data



OH Medicaid Member Services
<https://www.caresource.com/oh/plans/medicaid/>

OH Medicaid Value-Added Benefits
<https://www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/>



Lesson 5

MCO Sentinel and Critical Events/Requirements

IP Visits (ADT)-Population Level

Admission / Discharges Use the Filter By button to review all filtering choices

Filter By

ADT Admission/Discharge: Load Date From Date: 01/13/2022 To Date: 04/13/2022 Event Type: Select Class: Inpatient In progress

Last Name	First Name	DOB	Admit Date	Facility Name	Event Type	Discharge Date	Ack Disch...	Disch... Ack/Un-Ack On	Disch... Ack/Un-Ack By	My Care Mana...	Medic... ID	Altrui... ID	Risk Comp... Score	Risk Score	Load Date	Client
			04/06/2022 00:00:00	UHC	A03 : Discharge/End Visit	04/13/2022	<input type="checkbox"/>	N/A	N/A	Care Coord... : Jennifer Sherr...	N/A	10232...	N/A	N/A	04/13/2022	OH
			04/11/2022 00:00:00	UHC	A03 : Discharge/End Visit	04/13/2022	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10333...	N/A	N/A	04/13/2022	OH
			03/01/2022 00:00:00	UHC	A03 : Discharge/End Visit	04/13/2022	<input type="checkbox"/>	N/A	N/A	Care Coord... : Megan Schwe...	N/A	10345...	N/A	N/A	04/13/2022	OH
			04/10/2022 00:00:00	MTF	A03 : Discharge/End Visit	04/13/2022	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10870...	N/A	N/A	04/13/2022	OH
			04/13/2022 00:00:00	FMC	A08 : Update Patient Information	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10951...	N/A	N/A	04/13/2022	OH
			04/08/2022	A08 : Update Patient	<input type="checkbox"/>

25 items per page 1 - 25 of 28696 items

Alerts

Description	Cou...	Source	Updated On
IP Visit in last 24 hours	961	ADT	N/A
Members who were discharged from an IP/ER visit in the last 7 days	787	CLAIMS	N/A
Hospitalization			

10 items per page 21 - 28 of 28 items



ER Visits (ADT)-Population Level

Admission / Discharges Use the Filter By button to review all filtering choices

Filter By

ADT Admission/Discharge: Load Date From Date: 01/13/2022 To Date: 04/13/2022 Event Type: A01 : Admit / Class: Emergency In progress

		Last Name	First Name	DOB	Admit Date	Facility Name	Event Type	Disch... Date	Ack Disch...	Disch... Ack/Un-Ack On	Disch... Ack/Un-Ack By	My Care Manager	Medic... ID	Altrui... ID	Risk Comp... Score	Risk Sc...	Load Date	Client
+	:				04/13/2022 00:00:00	MVH	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10907...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	TCH	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10647...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	GMC	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10306...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	TMHS	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10284...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	TMHS	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10232...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	CCF	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10424...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	GVC	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10440...	N/A	N/A	04/13/2022	OH
+	:				04/13/2022 00:00:00	SIHC	A01 : Admit / Visit Notification	N/A	<input type="checkbox"/>	N/A	N/A	N/A	N/A	10322...	N/A	N/A	04/13/2022	OH

4 5 ... 25 items per page 1 - 25 of 9518 items

Alerts

Description	Cou...	Source	Updated On
days			
ER Alert	183...	CLAIMS	N/A
ER Visit in last 2 days	171...	ADT	N/A
ER Visit in last 24 hours	153...	ADT	N/A
Members with no face-to-face visit			

1 2 3 10 items per page 1 - 10 of 28 items



IP Visits (ADT)-Member Level

Member Summary 14

Alicia

14 Alerts Please acknowledge alerts by selecting the check box. ✕

Filter by From MM/DD/YYYY - To MM/DD/YYYY

There are 14 Alerts with new status

<input type="checkbox"/>	Description	Type	Source	Alert Date	End Date
<input type="checkbox"/>	New IP Visit in last 24 hours	N/A	HL7	04/06/2022	N/A

Member Medical Info **Visits** Diagnosis Medications Health Indicators Appointments

Search By Type of Visit From Date To Date

[View](#)

<input type="checkbox"/>	Visit Type	Service From	Service To	Provider Name	Diagnosis Codes	Event Type
<input type="checkbox"/>	Inpatient	04/06/2022	04/13/2022	Jeffrey Hardacre	K86.2	A03 : Discharge/End Visit
<input type="checkbox"/>	Inpatient	04/06/2022	N/A	Jeffrey Hardacre	K86.2	A08 : Update Patient Information
<input type="checkbox"/>	Inpatient	04/06/2022	N/A	Jeffrey Hardacre	K86.2	A01 : Admit / Visit Notification
<input type="checkbox"/>	Inpatient	03/30/2022	04/04/2022	Stanley Cohen	K85.90	A03 : Discharge/End Visit
<input type="checkbox"/>	Inpatient	03/30/2022	N/A	Brooke Glessing	K85.90	A08 : Update Patient Information
<input type="checkbox"/>	Emergency	03/29/2022	N/A	N/A	N/A	A04 : Register a Patient
<input type="checkbox"/>	Emergency	03/29/2022	N/A	N/A	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Outpatient	02/25/2022	N/A	Matthew Messina	N/A	A08 : Update Patient Information

1 - 20 of 33 items



ER Visits (ADT)-Member Level

Member Summary 8

Chrishelle

8 Alerts Please acknowledge alerts by selecting the check box.

Filter by From MM/DD/YYYY - To MM/DD/YYYY

There are 8 Alerts with new status

<input type="checkbox"/>	Description	Type	Source	Alert Date	End Date
<input type="checkbox"/>	New ER Visit in last 24 hours	N/A	HL7	04/12/2022	N/A
<input type="checkbox"/>	New Discharge in last 2 days	N/A	HL7	10/12/2021	N/A

Member Medical Info **Visits** Diagnosis Medications Health Indicators Appointments

Search By: EMR Type of Visit: Enter Text From Date: To Date:

View

<input type="checkbox"/>	Visit Type	Service From	Service To	Provider Name	Diagnosis Codes	Event Type
<input type="checkbox"/>	Emergency	04/12/2022	04/12/2022	N/A	N/A	A03 : Discharge/End Visit
<input type="checkbox"/>	Emergency	04/12/2022	N/A	N/A	N/A	A08 : Update Patient Information
<input type="checkbox"/>	Emergency	04/12/2022	N/A	N/A	N/A	A04 : Register a Patient
<input type="checkbox"/>	Emergency	04/12/2022	N/A	N/A	N/A	A01 : Admit / Visit Notification
<input type="checkbox"/>	Outpatient	10/11/2021	10/12/2021	KYULIM LEE	N/A	A03 : Discharge/End Visit
<input type="checkbox"/>	Outpatient	10/11/2021	N/A	KYULIM LEE	N/A	A04 : Register a Patient
<input type="checkbox"/>	Outpatient	10/11/2021	N/A	KYULIM LEE	N/A	A08 : Update Patient Information

20 items per page 1 - 7 of 7 items



Lesson 6

Future State/Next Steps

Re-admission Risk

2

▶ Phone Numbers

▶ Addresses

▶ Privacy Group Control Contact

▶ Family Details

▶ Member Identifiers

▼ Additional Information

Medicaid Status:	Not Available	Person Code:	Not Available
Client Name:	Not Available	Risk of Admission:	Not Available
Self Reported Race:	Not Available	Medicaid Recert Date:	Not Available
Icm Expansion Or Blended Cm:	Not Available	Billing Slot Type:	Not Available

1

Member Summary

PCP : Mark Smith Community Care Org : Not Available Client : AR

Care Manager : Michelle Bar...

Member Details Caregivers Care Team Programs Eligibility

Personal Details

Member Name (F-M-)

Gender: **Male**

Preferred Pronouns: **Not Available**

Date of Bir

Altruista IC

Member IC

Service Interruption: **Not Available**



Issues/Support

Send an email with an explanation of your issue to:

accesscarecoordinationportal@caresource.com



Key Takeaways

- The CareSource Care Coordination Portal, or CCP, is our vehicle to collaborate with care providers and members.
- User access requests start at the Ohio Department of Medicaid Portal.
- Accessing the CareSource CCP begins from the ODM Portal dashboard.
- Members can view their information in the Member Portal.
- The CareSource CCP meets the requirements for Community Care Entities (CCE) and Care Management Entities (CME) providers to navigate a member's record.

